

ITIL® 4 Foundation (EN)

Group Training

Training code	CGAIT4-FCE
Spoken Language	English
Language Materials	English
Dayparts	4
Price	€1.450,00 excl. VAT No extra costs.

What is ITIL® 4 Foundation

ITIL® is the international standard for IT Service Management. It enables to deliver IT services more efficiently and effectively, resulting in more satisfied customers. This ITIL Foundation course is based on the ITIL®4 publication, this is the successor of ITIL 2011 or now also called ITILv3.

ITIL4 however, is not limited to purely IT services. Since every organization to a greater or lesser extent has services in its portfolio, this training is therefore relevant for every organization. Thus, ITIL®4 can be regarded as a quality framework.

In order to be able to act optimally in an ITIL®-based IT or Business service environment, basic knowledge of ITIL® is necessary so everyone "speaks the same language". This training provides the basis for everyone who works in a commercial or non-commercial service environment.

During this training you will get an overview of what the discipline entails and how the practices and activities from ITIL® are connected to this. In this ITIL version the relation to Agile and DevOps is also included. This allows you as a participant to make the link between other methods and their consequences for the translation of ITIL® 4 to your own organization. The training prepares you for the ITIL® 4 Foundation exam.

Who should attend ITIL® 4 Foundation

Since ITIL4 is more widely applicable than in just IT organizations and since every organization has services in its portfolio to a greater or lesser degree, this training is relevant for everyone who has a role in activities related to designing and / or providing IT or business services.

For example, for an IT and / or Business service you are:

- Service Desk employee
- Change manager
- Service manager
- Delivery manager



- 2nd line support employee

In addition, this training is suitable for participants who want to gain insight into the most recent version of ITIL®, to obtain the ITIL®4 Foundation certificate or to achieve a further qualification in ITIL®4 as a quality management method. To be in line with the international standard, the training material is in English, so we advise you to take the exam in English. The spoken language is Dutch or English, depending on which course date you choose.

Prerequisites

Participants must have some basic knowledge in (IT/ Business) management, obtained by work experience of about 1 to 2 years.

During this training you need a laptop with access to internet.

Objectives

This training helps you to get confident with IT or Business Service management.

It will give you an overall overview of ITIL®4 Foundation quality framework.

After attending this training you are ready for the official ITIL® 4 Foundation exam and if you succeed, this provides access to the other ITIL® 4 training and certifications.

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